

INFORMATION ABOUT CSSD

September 2022

The Child Support Services Division (CSSD) is the state agency responsible for a number of services related to support orders.

What services does CSSD provide?

- Establish and enforce an administrative child support order, if there is not already a court order. CSSD will also automatically open a case (and therefore enforce the order) if the children are receiving public assistance or if the children are in state custody.
- Enforce a child support order from the court, if the parent or guardian applies for CSSD services.
- Review the amount of the support order at the request of either parent, to see if it needs to be increased or decreased. If the order is an administrative order (CSSD established it), CSSD will make the necessary changes. If the order is a court order, CSSD will advise clients to address these changes with the court.
- Arrange for genetic (DNA) testing where paternity is not agreed upon.
- Locate absent parents.
- Enforce health care coverage for children if it's available to the paying parent through employment or union membership.

How does a parent apply for CSSD services?

You must complete an application either through the court or by submitting an online application at www.childsupport.alaska.gov. Your application should provide as much information as possible about the other parent. It must include an affidavit of payments already made or received. Be sure to attach your current custody and support order, and any previous orders you may have in the case.

How does CSSD enforce child support orders?

To collect support payments, CSSD will notify the paying parent's employer to withhold child support from the parent's wages and to send the money to CSSD. CSSD will then either give that money to the other parent, or repay the state for public assistance benefits paid on behalf of the child. CSSD can also issue orders to 'withhold and deliver' other assets, including commissions, retirement checks, bank accounts, Alaska Permanent Fund Dividends, Native Corporation Dividends, IRS tax refunds, stock dividends, and income-producing property.

CSSD can file liens against the paying parent's property, as well as revoke state occupational and driver's licenses if that parent does not pay child support. CSSD can sue the parent in court for failure to pay child support. CSSD charges interest on late payments the last day of the month.

If late or missed payments (called "arrearage") continue to go up, certain enforcement actions will automatically start when the amount owed reaches a certain point:

- At \$50, CSSD will report to the PFD office.
- At \$150 (for TANF arrears; non-TANF arrears will report at \$500), CSSD will report to the Federal Offset Program (FOP)
- At \$1,000, CSSD will report to the Credit Bureau.
- At either \$2,500 or 12 months unpaid, CSSD will report to the Passport office and start property liens.
- Native Corporation Dividend funds can only be used to pay debt owed to a parent/guardian.

It is required by federal law that CSSD use wage withholding for monthly payments. CSSD will tell the paying parent's employer the amount of the child support order, and the employer will send the money each month to CSSD. The monthly payment will be broken out in partial payments corresponding to the pay schedule. For example, if the parent is paid twice a month, CSSD will take out half of the monthly child support payment each pay period.

Child support payments will not be collected through wage withholding if the paying parent is self-employed or if the court orders something different.

How long does it take for the non-paying parent to receive support payments made to CSSD?

CSSD will mail the payment to the non-paying parent, or deposit it directly to the parent's bank account, within two business days.

How does a parent sign up for direct deposit?

You may enroll or change your direct deposit information online through <https://my.alaska.gov/>. Select "CSSD Member Services Portal" under the Services tab. Call (907) 268-6900 if you have questions or need assistance.

How can I find out about the payment status of my case?

There are several ways to check on the status of your child support payments:

- Call the KIDSLINE at (907) 269-6900 in Anchorage, or (800) 478-3300 outside of Anchorage (select option 2)
- Click on KIDS Online at www.childsupport.alaska.gov, located under "Online Service"
- Log into your CSSD Member Services Portal through <https://my.alaska.gov/>

You will need to have your member ID number, which can be found in the introductory letters to both parents. You can also request your member ID number by calling (907) 269-6900 during business hours.

Can CSSD also collect spousal support?

Yes, in cases where both child support and spousal support have been ordered, CSSD will collect and enforce both types of support obligations. However, CSSD cannot collect and enforce spousal support only, nor can CSSD establish orders for spousal support. This must be done through the courts.

What if either parent moves out of state?

CSSD can continue to collect payments and can coordinate enforcement of the support order with the child support agency in the other state.

**This information was provided by the Alaska Child Support Services Division.
For more information, contact CSSD.**

Mailing Address:

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(800) 478-3300 (toll-free, statewide)

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655 F St.
Anchorage, AK 99501

Fax: (907) 787-3220

Website: www.childsupport.alaska.gov

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